

# Virginia Workers' Compensation Commission

# Q2 2018

**68,789**

Reported Injuries in Virginia

Claims Reported

55%  
Male



45%  
Female



Approximately

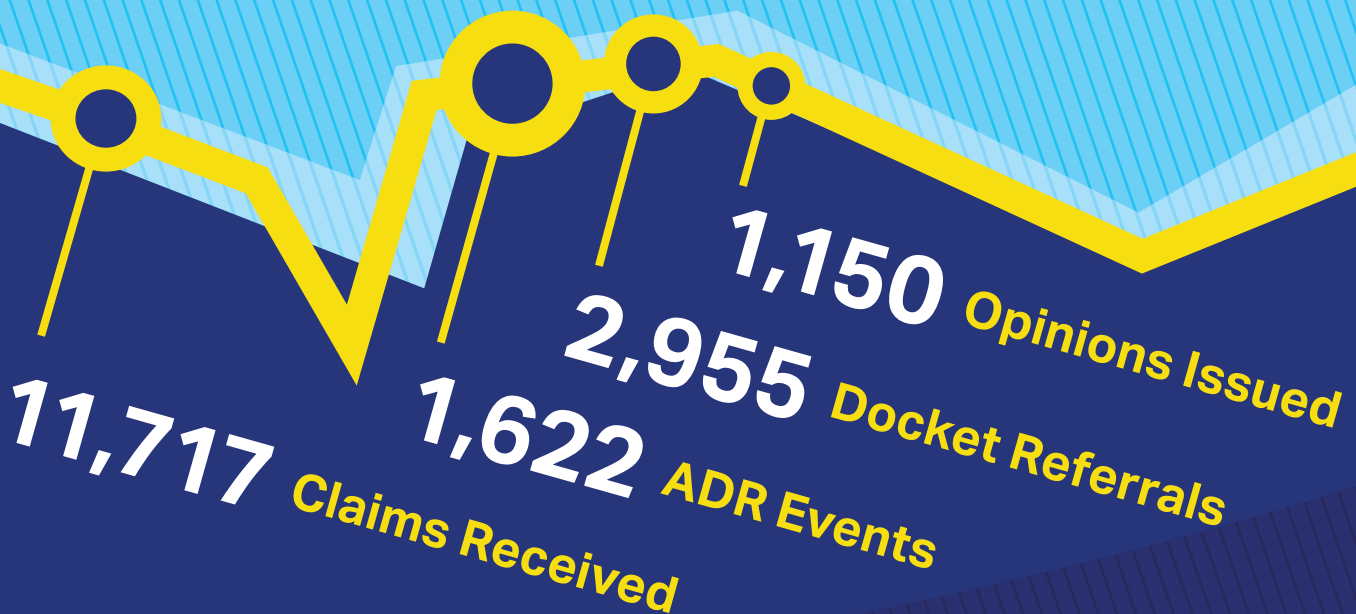
**70,000**

First Report of Injuries received

Approximately

**47,000**

Second Report of Injuries received



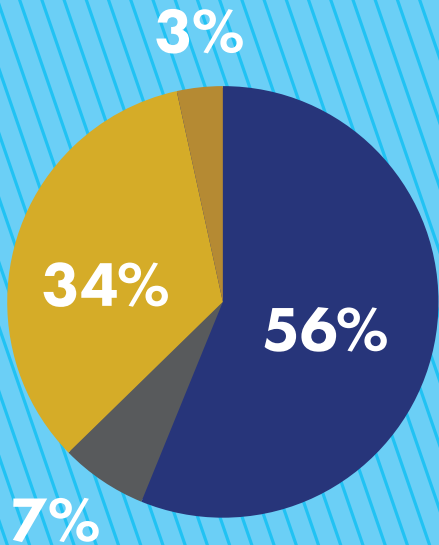
## Correspondence Management

514,787 pieces of mail were sent to injured workers and workers' comp stakeholders.







# Claim Details

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11,717

CASPER Claims Received

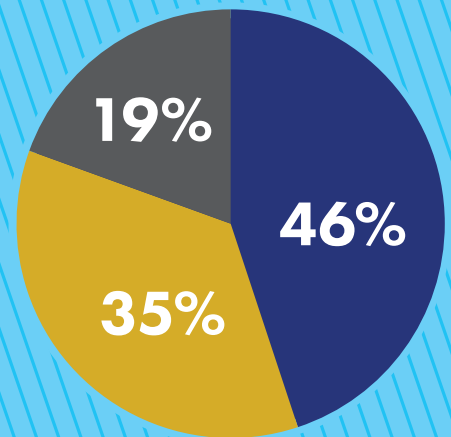
-  Request for Hearing
-  Assertion of Rights
-  Medical Provider
-  Employer

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14,581

Completed Tasks

-  Enter Award
-  Request for Hearing
-  Terminate Agreements



10,439

Printed Award Orders

# Alternative Dispute Resolution

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**1,622**

ADR Events Held



**1,435** Issue Mediations/Facilitations



**183** Full and Final Mediations

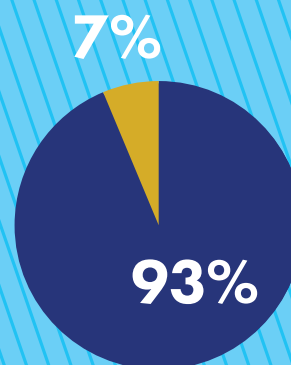
**4** Orientation Sessions

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**3,806**

Opened Case Referrals

-  3,548 Issues Case Referrals
-  258 Full and Final Case Referrals



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## Issue Facilitations

Over 50% resulted in settlement of the issues.

## Issue Mediations

Over 77% resulted in settlement of the issues.

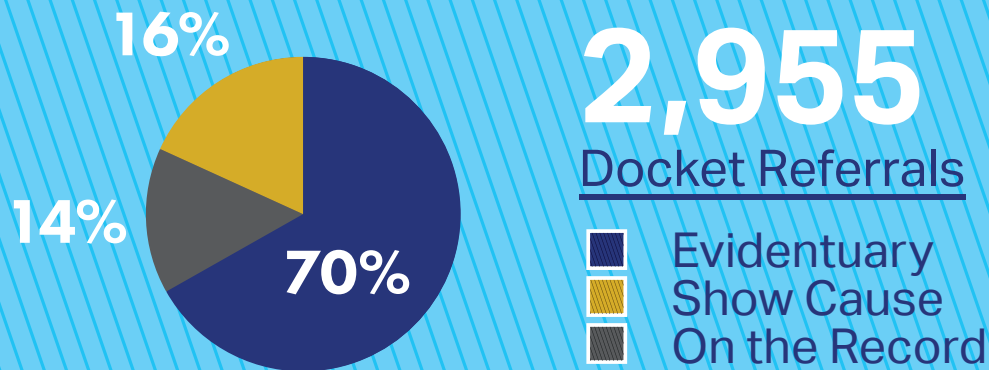
## Full & Final Mediations

Over 83% Full & Final Mediations resulted in settlement.

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# Judicial

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259 Referrals to Review Docket  
231 Review Opinions Issued  
18 Appeals to Court of Appeals

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**1,445**  
Settlements Approved

**\$12,582,269**  
Aggregate Attorney Fees Awarded in Connection  
with Approved Settlements

**\$92,393,309**  
Total Aggregate Value of Settlements

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# Correspondence Management

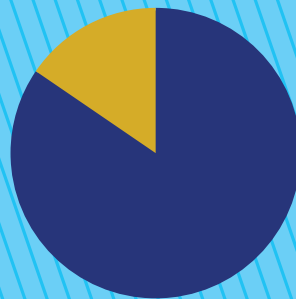
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OUTBOUND MAIL



**514,787**

IN VOLUME



 **\$211,616 IN COST**

 **\$38,791 IN PRE-SORT SAVINGS**

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**47,346**

TOTAL INCOMING  
DOCUMENTS

**19,536** Hard Copy Mail

**15,321** Faxes

**12,489** Returned Mail

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PRODUCTION OUTPUT

**2,026,536**

Printed Pages

**207,924**

Scanned Pages

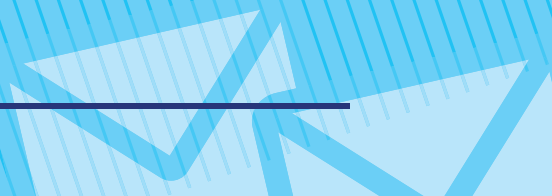
**63,053**

Completed Tasks

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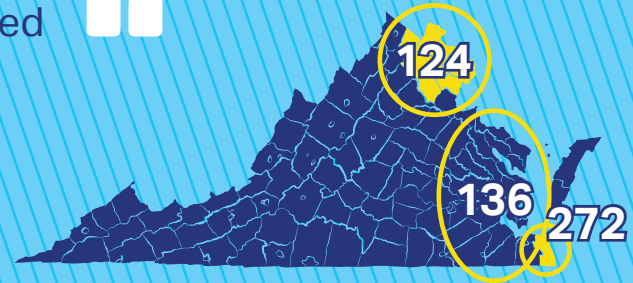
## TOP 5 PRINTED DOCUMENTS

1. Notification of Injury to All Parties
  2. WebFile Claimant PIN Notification
  3. Notification of Clt Address Change
  4. Judicial Order
  5. Second Notification of Rights
- 



# Insurance Coverage

1,081 late insurance policy filings | \$270,250 fined



532 Investigation Sweeps in Virginia

4,343 Phone Calls



1,481 Email Inquiries



## Statewide Employer Compliance

**46%** RESOLVED WITHOUT ISSUING NOTICE

14,857 Notices Processed | 8,068 Notices Issued  
1,111 Subpoenas Issued | 236 Referred to Docket

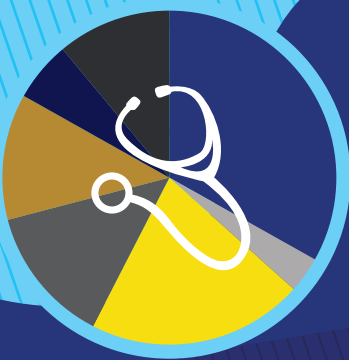
## PEO Monitoring

448 New Registrations  
423 Terminations  
93 Penalty Letters Issued

## Appealed Transactions

| TYPE    | VACATED | DENIED | GRANTED |
|---------|---------|--------|---------|
| CARRIER | 1       | 97     | 2       |
| PEO     | 1       | 7      | 2       |

# MFS Inquiries



172 Total Inquiries



- 33% Coding
- 21% Education
- 13% Maximum Fee
- 12% Medical Bill Dispute
- 11% Region
- 6% Provider Category
- 4% Distribution List

## Events

MFS Educational Event was held May 30, 2018

MFS Reference Tool went live May 31, 2018

[Click Here](#) to learn more about the MFS Reference tool.

## MFS DISPUTE RESOLUTION

|                                |             |
|--------------------------------|-------------|
| 1. New MFS Review              | 37 Resolved |
| 2. Pending Information Request | 24 Resolved |
| 3. Determinations Issued       | 11 Resolved |
| 4. Referrals to Judicial       | 7 Resolved  |
| 5. Resolved Request Withdrawn  | 2 Resolved  |

# Outreach Initiatives



Most Frequent Customer Contact Center Calls

  
**97%**  
Customer Contact Center  
Quality Score

What are my  
Rights?

What is  
the JCN?

WebFile?

WebFile is the  
Commission's  
online portal to  
electronic records.

What are  
VWC's Hours?

What's my  
Claim Status?

22,896 Incoming Calls | Average Handle Time: 0:05:01

## Communications

6 External Communications | 3 Press Releases

## 2018 Educational Conference

[www.vwccconference.workcomp.virginia.gov](http://www.vwccconference.workcomp.virginia.gov)



40 Speakers  
18 Unique Topics

*Kids' Chance First  
Annual Silent Auction*



## Stakeholder Engagement



18 trainings on the Virginia Victims Fund  
6 trainings on Awards/Agreements at various stakeholder offices  
1 Insurance training at the VAAO Educational Conference

# What's happening ...at the Commission

## NEW POLICIES

Crisis Action Plan  
effective May 8, 2018

Tobacco in the Workplace  
effective June 17, 2018



## 8 NEW HIRES



## PROJECT UPDATES

**NEW** Claim Form was approved by the Commission; it is currently being coded into CASPER

MFS Reference Tool went **LIVE**

**ONYX**, the new Finance system was developed internally

## RELEASE 6.6



200+ system changes  
28 architectural changes

## FINANCES AT VWC

On June 4, 2018, the Virginia Workers' Compensation Commission (VWC) executed the purchase of the former Media General building.



VWC Payroll process became outsourced to the Department of Accounts - Payroll Service Bureau (PSB).





# VIRGINIA VICTIMS FUND

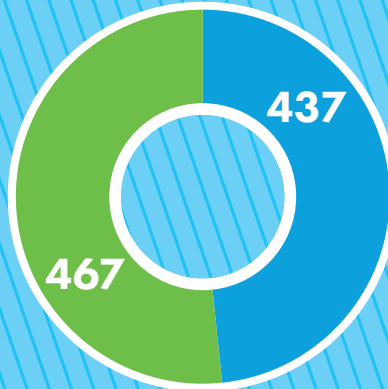
*Helping Innocent Victims of Crime*

OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

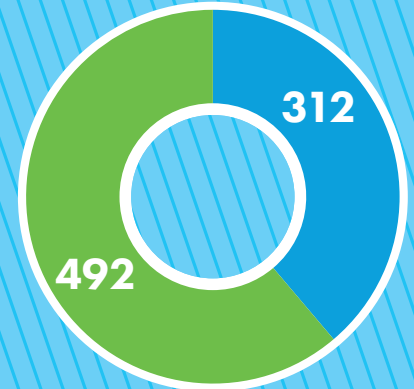
**VVF CLAIMS**  
\$406,640 AWARDED

**SAFE CLAIMS**  
\$350,661 AWARDED

## NEW CLAIMS



## CLAIMS AWARDED

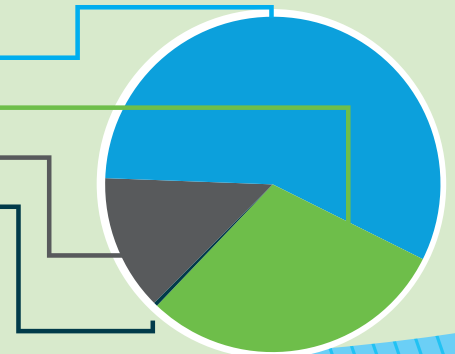


**1,019** INCOMING PAYMENTS

TOTAL DOLLAR AMOUNT OF INCOMING PAYMENTS: **\$123,071**

|           |                                   |
|-----------|-----------------------------------|
| \$123,071 | <b>TAX DEBT SET-OFFS</b>          |
| \$64,562  | <b>COURT-ORDERED RESTITUTION</b>  |
| \$28,404  | <b>DIRECT BILLING</b>             |
| \$789     | <b>OUTSIDE COLLECTIONS AGENCY</b> |

UNCLAIMED RESTITUTION RECEIVED: \$55,909



# 3,449

Incoming VVF Customer Contact Calls



# 450

Status request emails from medical providers

18 trainings were completed on VVF

### U.S. Department of Justice Audit

- VVF used its victim compensation grant awards appropriately
- VVF implemented a strong process to assess, pay, and track compensation claims

The full report can be found at: <https://oig.justice.gov/reports/ojp-ext.htm#V>